

EMPLOYEE WORK PROFILE
WORK DESCRIPTION/PERFORMANCE PLAN

PART I – Position Identification Information	
1. Position Number	2. Agency Name & Code; Division/Department:
3. Location Code and Work Location Code:	4. Occupational Family & Career Group:
5. Role Title & Code:	6. Pay Band:
7. Work Title: Comprehensive Services Act Coordinator	8. SOC Title & Code:
9. EEO Code:	10. Level Indicator: <input type="checkbox"/> Employee <input type="checkbox"/> Supervisor <input type="checkbox"/> Manager
11. Supervisor's Position Number:	12. Supervisor's Role Title & Code:
13. FLSA Status: Exempt Non-Exempt	14. Date:

PART II – Work Description & Performance Plan

15. Organizational Objective:
<p>16. Purpose of Position:</p> <p>The purpose of this position is to facilitate high quality, child centered, family focused, cost effective, community-based services to at-risk youth and their families within a local government structure as organized under the Virginia Comprehensive Services Act (CSA). This individual serves as manager of the system process to create improved outcomes for children and families.</p>
<p>17. Knowledge, Skills, Abilities (KSAs) and or Competencies required to successfully perform the work:</p> <ul style="list-style-type: none"> • General knowledge of the human services system with specialized knowledge of at least one program area related to the Comprehensive Services Act (e.g. foster care, mental health, special education, juvenile justice, local government, families) • Knowledge regarding a children's services system of care philosophy and values • Knowledge of government structure, operation and regulatory functions • Knowledge and ability to develop and manage a program budget • Ability to establish and maintain effective working relationships with individuals in a diversity of roles, such as families, colleagues, agencies vendors, consultants and state and local government officials • Demonstrated skills and ability in providing leadership in a team environment • Excellent interpersonal skills which demonstrate respect for others • Ability to maintain detailed confidential and fiscal information in a secure manner • Ability to collect, organize and report data • Ability to develop meaningful measurable outcomes to provide feedback to the Community Policy and Management Team (CPMT), Family Assessment and Planning Team (FAPT and other interested local parties on the operation of the CSA program

- Comprehensive knowledge of local community resources and services available to assist at risk youth and their families
- Ability to think critically and creatively to resolve problems in the service delivery system
- Ability to research, locate and develop additional services to meet identified needs of at-risk youth in the community
- Ability to plan, organize, facilitate and/or deliver both routine and specialized training
- Ability to handle multiple concurrent tasks, projects and responsibilities
- Excellent organizational and time management skills, including the ability to prioritize tasks
- Excellent communications skills, both oral and written with the ability to reach a variety of audiences
- Proficient in the use of Microsoft Outlook, Word, Power Point and Excel software

18. Education, Experience, Licensure, Certification required for entry into position:

- Four year degree from an accredited college or university in human services, public administration, business management or related field with at least one year of experience in human services, public administration, business management, education or related field preferred... OR
- Two years of college or university with at least three years of experience in human services, public administration, business management, education or related field
- Experience with the Comprehensive Services Act (CSA) desired

19. Core Responsibilities	20. Measures for Core Responsibilities
A. Program Policy Development, Coordination and Recommendation	<ul style="list-style-type: none"> • Assist the Community Policy and Management Team (CPMT) with the development, implementation and revision of policies and procedures regarding the operation of the CSA program. Such policies include those governing the interagency referral, review and provision of services, quality assurance and accountability, and appeals procedures. • Implement, in collaboration with local partner agency (Department for Social Services, Court Services Unit, Community Services Board, school district) staff, the policies, procedures and guidelines adopted by the State Executive Council; responsible for monitoring and providing information to the CPMT on all partner agency policy changes, legislative changes or any local, state or federal policy, guideline or legal changes that affect the operation of the CSA program. Includes monitoring of legislation during the General Assembly session.
B. Fiscal Policy Development, Coordination and Recommendation	<ul style="list-style-type: none"> • Assist the Community Policy and Management Team with the development, implementation and revision of policies and procedures regarding the fiscal operation of the CSA program. • Responsible for planning, monitoring and projection of needs of the CSA budget. • Responsible for creating relationships and establishing contracts with private providers of services to maximize service quality and effectiveness while minimizing cost. • Responsible for meeting all state CSA fiscal requirements including, but not limited to, submitting

	<p>monthly reimbursement request, supplemental funding requests and accurate accounting of funds.</p> <ul style="list-style-type: none"> • Report to the CPMT on the types of services provided to families and the expenditures associated with those services. • Ensure all CSA requirements are met in order for locality to receive state reimbursement for funded services. Such requirements include, but are not limited to, the quarterly submission of the CSA data set and the monitoring of the use of the mandatory uniform assessment instrument.
C. Program Administration and Oversight	<ul style="list-style-type: none"> • Develop and monitor a model utilization management plan and utilization review process that includes evaluation of service quality and effectiveness and facilitates public/private coordination around service delivery. • Report results of such evaluation to the CPMT. • Assist the CPMT in the development of measurable outcomes and a means of collecting and analyzing data regarding those outcomes.
D. Training and Technical Assistance	<ul style="list-style-type: none"> • Provide training and technical assistance in the provision of efficient and effective services that are responsive to the needs and strengths of at-risk youth. Includes training for CPMT and FAPT members, other agency staff and parents on the roles of FAPT and CPMT, CSA state and local requirements, Medicaid processes and CANS certification. • Identify existing gaps in the service delivery system. • Provide leadership in working with FAPT and CPMT in identifying and developing strategies and options, including best practices, for increasing local service and treatment alternatives to address gaps and better meet the needs of children and families.
E. Liaison with Family Assessment and Planning Team (FAPT)	<ul style="list-style-type: none"> • Assist the FAPT in the development, implementation and revision of policies and procedures regarding: review of referrals, family participation in the FAPT process, development of the Individual and Family Service Plan, FAPT recommendation to CPMT regarding services and funds, and designation of case manager. • Prioritize family involvement and engagement in the FAPT process, and ensure that parents and caregivers are included in all aspects of service planning and provision. • Provide case managers and FAPT information on vendors, services, treatment options and modalities across the state. • Identify the most appropriate funding sources for services and assure all resources have been explored prior to use of CSA funding.

<p>F. Provide Administrative and Logistical Support for the CPMT and FAPT</p>	<ul style="list-style-type: none"> • Make or ensures that all logistical arrangements are made for meetings of the CPMT and FAPT, including, but not limited to: providing the agenda, notifying participants (including parents), providing a confidentiality agreement, taking minutes and ensuring the proper representation of members on CPMT and FAPT as required by the Code of Virginia.
<p>G. Employ and Supervise Staff</p>	<ul style="list-style-type: none"> • May be required to employ and supervise support staff to fulfill CSA administrative requirements.